



# CHILD SUPPORT SERVICES DIVISION

## CASE MANAGEMENT

### Identifying Closed Case Status

CS 201.5

## SUPERSEDES

CS 201.5 Identifying Closed Case Status, November 20, 2018

## REFERENCES

42 USC 654(29); 45 CFR 303.11; OCSS AT-99-04, 10-06, 16-06; PIQ 07-03, 18-02

## DEFINITIONS

For purposes of this section the following definition applies:

**Recipient of Services:** Any individual for whom the CSSD has received a public assistance referral. or a formerly referred individual who has not declined continuing CSSD services. or an individual not receiving public assistance who has applied for CSSD services. This definition may apply to non-custodial parents, as well as, to custodial parties.

**Case Closure Criteria:** Federal regulations expressed as 45 CFR 303.11(b) and (c) define twenty-two specific case closure criteria of which, at least one must be met for an open case to become eligible for termination of IV-D services.

## Policy

The purpose of this section is to provide instructions for identifying and properly closing cases that are eligible for termination of CSSD services.

### Recipient of services relocating out of Montana

There are no residency requirements to be eligible for IV-D services, therefore, a recipient's leaving the State of Montana does not immediately justify the open CSSD case being closed.

### Continued Services

When a family is no longer eligible for Temporary Assistance for Needy Families (TANF), foster care, or Medicaid services, the CSSD is required to notify the family that IV-D services will continue unless the family states to the CSSD that services are no longer desired.

### Non-Cooperation

Pursuant to federal law, 42 USC 654(29), the CSSD is responsible for making the determination as to whether an individual who has applied for or is receiving assistance (TANF, SNAP Medicaid, IV-E foster care) is cooperating in good faith with the State in establishing paternity, or in establishing, modifying, or enforcing a support order. This determination is subject to a good cause finding and other exceptions that take into account the best interest of the child.



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While a non-cooperation finding can be an effective tool to bring about cooperation with a CSSD request, it should only be used when the request is for information, or an action necessary for the CSSD to provide appropriate child support services. An action must be essential for the next step in providing services to meet this case closure criteria.

#### **Outstanding CSSD Actions/Proceedings**

When closing a case, CSSD staff is reminded to review the file for any outstanding administrative actions or judicial proceedings that must be terminated prior to case closure. For example, canceling all stale dated warrants, releasing liens, terminating withholding orders and orders to enroll in medical insurance, dismissing health insurance penalties (restrictions apply), releasing clerk-of-court redirections, and terminating license suspension actions.

#### **Retaining Case Records**

The CSSD must retain all records of a closed case for a minimum of three years, in accordance with 45 CFR 303.11(d).

#### **Central Case Registry**

The Central Case Registry (CCR) is an electronic repository of case records and abstracts of orders in IV-D and non- IV-D cases see section CS 200.3. Cases in the CCR have orders entered or modified by a Montana district court on or after October 1, 1998. CCR participant and order information interfaces with the Federal Case Registry to aid states in locating individuals and providing IV-D services. Non-IV-D Cases are kept electronically in Region 90.

Upon case closure, it is necessary to determine if a IV-D case should be transferred to Region 90. If there is potential for a IV-D case to be re-opened for further enforcement of the order, the case should be closed with an 'S' status code and electronically transferred to Region 90. If there is no potential for further enforcement the case should be closed according to regular case closure procedures.



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## Procedures

In accordance with case closure criteria at 45 CFR 303.11 the CSSD may elect to close a case if the case meets at least one of the following criteria, and supporting documentation for the case closure decision is maintained in the case file.

For cases meeting criteria in **(b)(1) through (b)(10)**, the CSSD must notify the recipient of services or the initiating agency in writing 60 calendar days before closure. CS-201.5B 60-Day Closure Letter must be sent to the recipient of services current or last known address. For initiating intergovernmental cases, Interstate Update Status Request (CSE IRUP) should be sent.

If information is received, in response to the notice on or before the 60th day, which could lead to the next CSSD action, the case must remain open.

If no information is received, in response to the notice at the end of the 60th day, which could lead to the next CSSD action, the case can be closed.

### Case Closure Criteria [45 CFR 303.11](#)

### [System Closure Codes](#)

#### **(b)(1) There is no longer a current support order and arrearages are either under \$500 or unenforceable under state law.**

- The closure criterion is also applicable when a support order never existed.
- For cases being closed as “unenforceable under state law” please refer to the policy and closure checklist in [CS201.7 Identifying Unenforceable Cases](#).

#### **CS 201-B 60-day Closure Letter recommendation:**

Address the letter to the family, or to “The estate of...”. Suggested language is provided:

*The CSSD has been informed that (name of custodial parent) is deceased. We are sorry for your loss. This case will close in 60 days unless there is a probate estate, and the personal representative files an application with CSSD for continued collection of the debt to be distributed through the estate of (name of custodial parent). If there is no probate estate and we do not receive an application the custodial parent’s case will close entirely. Collection of the current child support will no longer be enforced for this case, however if we receive an application from a different custodian of the child, we will provide services by opening a separate case.*

When the recipient of services dies questions that need to be asked are:

- Are there unassigned accounts?
- Does the custodial parent have a probate estate?



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**(b)(2) There is no longer a current support order and all arrearages in the case are assigned to the State.**

The following must be met before case closure:

- No payments have been posted to the case in the last 12 months, and payments are not expected to be posted in the immediate future.
- No payments from the federal or state offset programs have been received during the past two years.
- The CSSD has not identified any attachable financial institution accounts belonging to the non-custodial parent (NCP).
- A diligent effort has been made to locate income or assets that could be levied or attached for support. If the CSSD has identified possible assets for seizure, action must be taken to verify this information prior to the determination of whether or not the case is eligible for closure under this criterion.

**(b)(3) There is no longer a current support order, the children have reached the age of majority, the non-custodial parent is entering or has entered long-term care arrangements (such as a residential care facility or home health care), and the non-custodial parent has no income or assets available above the subsistence level that could be levied or attached for support.**

- A long-term care arrangement would include long-term care given to adults who live in a residential setting (nursing home facility) or in their own home or a family home. This would be adults who need ongoing medical care, or adults receiving hospice care for a terminal illness or condition.
- The subsistence level for this criterion is defined as the Poverty Index Guidelines (PIG) amount for a household of one. This table is updated annually and is located on the PIG screen in system.

**(b)(4) The noncustodial parent or alleged father is deceased and no further action, including a levy against the estate, can be taken.**

#### **Recipient of Services NCP or Alleged Father**

In circumstances when the recipient of services was the non-custodial parent or alleged father, it is acceptable to send this notification to either the deceased's personal representative, executor of the estate, or next of kin.



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#### **Open Public Assistance**

Open public assistance (IV-A) cases require additional verification of a non-custodial parent, or alleged father's death. Acceptable forms of verification may include:

- Copy of the death certificate.
- Copy of the obituary or newspaper article reporting the death.
- Evidence from a governmental agency, such as Vital Records Bureau.
- Written correspondence from the TANF, IV-E interstate IV-D caseworker assigned to the case.

Notification from the custodial parent will not suffice as the sole verification source in an open public assistance case.

#### **Non-Public Assistance Cases**

Information from the custodian in an open non-public assistance case that the non-custodial parent is deceased may act as the sole verification source for purposes of case closure.

#### **Review for Existing Assets**

The case meets closure criteria when, after the non-custodial parent's death, efforts are made to locate assets. The caseworker may have knowledge of existing assets. However, inquiries to the custodial parent and/or clerk of the district court regarding possible assets, and probate information should be made.

The caseworker should contact the clerk of district court in the county where assets are held and/or the county where the non-custodial parent resided at the time of death, no sooner than 60 days from the date of the non-custodial parent's death. This will allow time for any possible probate case to be filed with the court.

If the investigation reveals assets or that probate is likely or expected, the caseworker should use discretion as to how long the case remains open. The requirement to contact the clerk of court only applies to cases with a support debt owed at the time of death. Document all attempts to locate assets prior to case closure.



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- (b)(5) The noncustodial parent is living with the minor child in a two-parent household, and the CSSD has determined that services are not appropriate or are no longer appropriate.**

#### Two-Parent Household

For this criterion, the term identity means the biological father's first and last name.

In an intact two-parent household, the CSSD will cease providing IV-D services, unless the recipient of services wishes to continue receiving services; however current support may no longer be due.

Various sources such as: the case participants, system locate interfaces, and CHIMES should be used to investigate the occurrence of an intact two-parent household situation before any changes are made to the case record.

- (b)(6) Paternity cannot be established because:**

- (i) The child is at least 18 years old and an action to establish paternity is barred by a statute of limitations;**
- (ii) A genetic test or a court or administrative process has excluded the alleged father and no other alleged father can be identified;**
- (iii) In accordance with 45 CFR 303.5(b), the CSSD has determined that it would not be in the best interests of the child to establish paternity in a case involving incest or rape, or in any case where legal proceedings for adoption are pending; or**
- (iv) The identity of the biological father is unknown and cannot be identified after diligent efforts, including at least one interview by the CSSD with the recipient of services.**

*Closure under this criterion is not appropriate in cases where the non-custodial parent is the primary caregiver and owes a support debt; however, current support may no longer be due.*

- (b)(7) The noncustodial parent's location is unknown, and the State has made diligent efforts using multiple sources, in accordance with 45 CFR 303.3, all of which have been unsuccessful, to locate the non-custodial parent:**

- (i) Over a 2-year period when there is sufficient information to initiate an automated locate effort; or**
- (iii) Over a 1-year period when there is not sufficient information to initiate an automated locate effort.**

Under this criterion, the term non-custodial parent's location means their residential or employment address.



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Federal regulations at [45 CFR 303.3](#) dictate the “diligent efforts” that a State must take parent. when attempting to locate a non-custodial parent. Specifically, within 75 calendar days of opening a case, the CSSD must access appropriate location sources in an attempt to find the parent. If this initial locate attempt is unsuccessful, then the CSSD is required to repeat location efforts on a quarterly basis, or immediately upon receipt of new locate information on the non-custodial

**(b)(8) The CSSD has determined that throughout the duration of the child's minority, or after the child has reached the age of majority, the non-custodial parent cannot pay support and shows no evidence of support potential because the parent has been institutionalized in a psychiatric facility, is incarcerated, or has a medically verified total and permanent disability. The State must also determine that the non-custodial parent has no income or assets available above the subsistence level that could be levied or attached for support.**

*If paternity has yet to be resolved, every attempt should be taken to resolve paternity before case closure.*

#### **Arrears Only Case with Incarcerated Non-Custodial Parent**

In arrears only enforcement cases where the child has reached the age of majority the non-custodial parent must have an initial sentence of incarceration of at least 36 months and no payments for six months to qualify for closure under this criterion.

An attempt must be made to withhold from the non-custodial parent’s prison wages before the case would qualify for closure under this criterion. CSSD is not barred from withholding from an incarcerated obligor’s prison wages in situations where the parent’s income level falls below the poverty index guideline for a household of one.

#### **Identified Assets for Seizure**

If the CSSD has identified possible assets for seizure, or the recipient of services has presented information, which may lead to the identification of seizable assets, action must be taken to verify this information prior to the determination of whether or not the case is eligible for closure under this criterion.

#### **Subsistence level**

The subsistence level for this criterion is defined as the Poverty Index Guidelines (PIG) amount for a household of one. This information is updated annually and can be found in the system on the PIG screen.



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**(b)(9) The noncustodial parent's sole income is from:**

- (i) Supplemental Security Income (SSI) payments made in accordance with sections [1601 et seq.](#), of title XVI of the Act, [42 U.S.C. 1381 et seq.](#); or
- (ii) Both SSI payments and Social Security Disability (SSDI) or Social Security Retirement (SSR) benefits under title II of the Act.

#### **Action to Verify Assets**

A case may qualify for closure under this criterion when no voluntary payments are currently being received, and a diligent effort has been made to locate income or assets. However, if possible, assets for seizure have been identified, or the recipient of services has presented information which may lead to seizable assets, action must be taken to verify the information, **prior** to the determination of closure.

#### **Incorrect Action Against NCP Benefits**

When an NCP is receiving SSI, or concurrent SSI and SSDI, or concurrent SSI and SSR benefits it is prohibited to undertake a FIDM action against the obligor's financial accounts, or to garnish benefits.

It may be determined a FIDM, or garnishment (Income Withholding) action has been taken. When this occurs, it is CSSD policy to return the funds within 5 business days.

#### **Paternity and Establishment Cases**

If paternity has not yet been resolved, every effort must be taken to resolve paternity before case closure.

An establishment case meets this closure criterion when the NCP's sole source of income is SSI, or concurrent SSI and SSDI, or concurrent SSI and SSR benefits.

**(b)(10) The noncustodial parent is a citizen of, and lives in, a foreign country, does not work for the Federal government or a company with headquarters or offices in the United States, and has no reachable domestic income or assets; and there is no Federal or State treaty or reciprocity with the country.**

Native Americans residing on tribal reservations do not reside in a foreign country for purposes of the closure criterion. Therefore, closure is **not** appropriate when Native American jurisdictional issues prevent the CSSD from providing certain IV-D services.





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#### **Cases meeting criteria in (b)(11) through (b)(14) may be closed immediately.**

**(b)(11) The CSSD has provided location-only services as requested under 45 CFR 302.35(c)(3).**

Location-only services are provided solely by the CSSD Locate Unit.

**(b)(12) The non-IV-A recipient of services requests closure of a case and there is no assignment to the State of medical support under 42 CFR 433.146, or of arrearages which accrued under a support order.**

Acceptable methods for request of closure, by the recipient of services under this criterion are phone, personal visit, and written communication. Documentation in case notes of the method used to request closure required.

When the NCP is the applicant for services, the CSSD cannot close the case based on the custodial parent's request. If there is no support assigned to the State, the NCP has the right to request and receive immediate closure of the case.

If a IV-D program in another jurisdiction is specifically requesting closure on behalf of a recipient of services, who has opened a case in that jurisdiction, and there are no arrears assigned to the State of Montana, the CSSD may close its case.

The CSSD Foster Care Liaison is the only individual authorized to request closure of a foster care case under this criterion. This is done to allow for immediate case closure when a case has already met one of the closure criteria defined in [45 CFR 303.11\(b\)](#).

**(b)(13) The IV-D agency has completed a limited service under § 302.33(a)(6) of this chapter.**

Given the option, the CSSD has elected to not allow an individual under 45-CFR 302.33 paragraph (a)(1)(i) to file an application to request paternity-only limited services.

**(b)(14) There has been a finding by the CSSD, or at the option of the State, by the responsible State agency of good cause or other exceptions to cooperation with the IV-D agency and the State or local assistance program, such as IV-A, IV-D, IV-E, Supplemental Nutrition Assistance Program (SNAP), and Medicaid, has determined that support enforcement may not proceed without risk of harm to the child or caretaker relative.**



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For cases meeting criteria in **(b)(15) through (b)(17)**, the CSSD must notify the recipient of services or the initiating agency in writing 60 calendar days before closure. CS-201.5B 60-Day Closure Letter must be sent to the recipient of services current or last known address. For initiating intergovernmental cases, Interstate Update Status Request (CSE IRUP) should be sent.

If information is received, in response to the notice on or before the 60th day, which could lead to the next CSSD action, the case must remain open.

If no information is received, in response to the notice at the end of the 60th day, which could lead to the next CSSD action, the case can be closed.

**(b)(15) In a non-IV-A case the CSSD is unable to contact the recipient of services despite a good faith effort to contact the recipient through at least two different methods.**

#### **Effort To Contact**

Attempt to contact the recipient of services includes first class mail, e-mail, and phone calls. Check available resources including, SEARCHS, CHIMES, online resources, and the case referral to locate the recipient of services. Enter in case notes the resources that have been checked.

At the time of case closure, the custodial parent must **still** be unlocated.

#### **Medicaid Only Case**

A Medicaid only case in which cooperation with CSSD is not required is eligible for closure under this criterion.

**(b)(16) In a non-IV-A case when cooperation with the CSSD is not required of the recipient of services, the CSSD documents the circumstances of the recipient's noncooperation and an action by the recipient of services is essential for the next step in providing IV-D services.**

#### **Non-Cooperation Prevents Essential Action**

When documenting noncooperation from the recipient of services, the requested action **must** be essential for the next step in providing CSSD services. For example, a completed financial or paternity affidavit are considered essential documents for providing the next step in establishment services. Typically, CS 202.1A 10-Day Letter Request for Additional Information is sent.

More examples of non-cooperation:

- The receipt of services fails to return a paternity affidavit.
- The receipt of services fails to show for a genetic testing appointment.
- The receipt of services fails to return paperwork required for an interstate referral.



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- The receipt of services fails to respond to a request for information on the NCP when the CSSD has been unable to find it elsewhere.
- When the CSSD does not receive a 332 form for a new case. If the CSSD already has an ongoing case, a new 332 form may not be necessary.

#### **Cases that may not be Closed Under this Criterion**

A case may not be closed under this criterion **solely** because the recipient of services,

- is taking separate enforcement action on the case.
- fails to sign an acknowledgment of service.
- refuses to sign a repayment agreement for improperly retained support or fails to repay improperly retained support after signing a repayment agreement.

#### **(b)(17) The CSSD documents failure by the initiating agency to take an action that is essential for the next step in providing services.**

The program standards appearing at [45 CFR 303.7](#) drive the decision as to whether an initiating agency has failed to take an action, essential to the next step in providing services. The requirements and time frames at [§303.7\(d\)](#) are to be used by the CSSD in making this determination.

#### **Cases meeting criteria in (b)(18) through (b)(21) may be closed immediately.**

#### **(b)(18) The initiating agency has notified the CSSD that the initiating agency has closed its case under § 303.7(c)(11).**

[45 CFR 303.7\(c\)\(11\)](#) requires the initiating agency to notify the responding agency within 10 working days of case closure that the initiating agency has closed its case.

#### **(b)(19) The initiating agency has notified the responding agency that its intergovernmental services are no longer needed.**

[45 CFR 303.7\(c\)\(11\)](#) requires the initiating agency to notify the responding agency within 10 working days of case closure that the initiating agency has closed its case and the basis for case closure.



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**(b)(20) Another assistance program, including IV-A, IV-E, SNAP, and Medicaid has referred a case to the CSSD that is inappropriate to establish, enforce, or continue to enforce a child support order and the custodial or non-custodial parent has not applied for services.**

Cases bellow are considered opened in error and may be closed immediately. Examples of these cases may include, but are not limited to the following:

- The obligor or obligee is deceased.
- All children of the case are emancipated.
- The obligor was previously excluded as being the father.
- CWS referral when no support order exists.

#### **Determination of Cooperation**

Pursuant to federal law, 42 USC 654(29), the CSSD is responsible for making the determination as to whether an individual who has applied for or is receiving assistance (TANF, SNAP Medicaid, IV-E foster care) is cooperating in good faith with the State in establishing paternity, or in establishing, modifying, or enforcing a support order. This determination is subject to a good cause finding and other exceptions that take into account the best interest of the child.

While a non-cooperation finding can be an effective tool to bring about cooperation with a CSSD request, it should only be used when the request is for information, or an action necessary for the CSSD to provide appropriate child support services. This is similar to non-cooperation in a non-TANF case where the action must be essential for the next step in providing services to meet this case closure criteria.

#### **Requirements for cooperation include but are not limited to requiring,**

- The individual to supply additional necessary information and appear at interviews, hearings, and legal proceedings.
- That the individual sign a voluntary acknowledgement of paternity, after notice of the rights and consequences of such an acknowledgment but may not require the individual to sign an acknowledgement or otherwise relinquish the right to genetic tests as a condition of cooperation and eligibility for assistance.



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- (b)(21) The IV-D case, including a case with arrears assigned to the State, has been transferred to a Tribal IV-D agency and the CSSD has complied with the following procedures:**
- (i) Before transferring the CSSD case to a Tribal IV-D agency and closing the IV-D case with the State:**
    - (A) The recipient of services requested the State to transfer the case to the Tribal IV-D agency and close the case with the State.**
    - (B) The State IV-D agency notified the recipient of services of its intent to transfer the case to the Tribal IV-D agency and close the case with the State and the recipient did not respond to the notice to transfer the case within 60 calendar days from the date notice was provided; date to transfer the case to the Tribal IV-D agency and close the case with the State.**
  - (ii) The CSSD completely and fully transferred and closed the case; and**
  - (iii) The CSSD notified the recipient of services that the case has been transferred to the Tribal IV-D agency and closed; or**
  - (iv) The Tribal IV-D agency has a State-Tribal agreement approved by OCSE to transfer and close cases. The State-Tribal agreement must include a provision for obtaining the consent from the recipient of services to transfer and close the case.**
- (c) The IV-D agency must close a case and maintain supporting documentation for the case closure decision when the following criteria have been met:**
- (1) The child is eligible for health care services from the Indian Health Service (IHS); and**
  - (2) The IV-D case was opened because of a Medicaid referral based solely upon health care services, including the Purchased/referred Care program, provided through and Indian Health Program (as defined at [25 U.S.C. 1603\(12\)](#)).**

#### **Types of cases NOT eligible to transfer to Region 90**

Cases that are not eligible to transfer to region 90 are cases with a non-Montana support order, or a case with a Montana order entered **before** October 1, 1998.

In some instances, a case with a qualifying Montana order entered **after** October 1, 1998, may still not be eligible for transfer to region 90. The list below will help to identify those of cases. However, the list is not all-inclusive. There may be a case that closes for a reason other than those in the list, and that will preclude a case for transfer to Region 90. Evaluation on an individual basis is recommended.



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## System Closure Codes

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- 
- 1100 45 CFR 303.11 (b)(1).** [Cannot be transferred to Region 90.](#)  
Closure Code require notification of closure 60 days prior to case closure.
- There is no longer a current support order, and arrearages are either under \$500 or unenforceable under state law.
  - Child emancipated.
- 
- 1200 45 CFR 303.11 (b)(1).** [Cannot be transferred to Region 90.](#)  
Closure Code require notification of closure 60 days prior to case closure.
- There is no longer a current support order, and arrearages are either under \$500 or unenforceable under state law.
  - Child **not** emancipated.
- 
- 1210 45 CFR 303.11 (b)(2).** Closure Code require notification of closure 60 days prior to case closure.
- There is no longer a current support order, and all arrearages in the case are assigned to the State.
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- 1220 45 CFR 303.11 (b)(5).** Closure Code require notification of closure 60 days prior to case closure.
- The non-custodial parent is living with the minor child in an intact two parent household.
  - Closure under this criterion is not appropriate in cases where the non-custodial parent is the primary caregiver and owes a support debt, however current support may no longer be due.
- 
- 1300 45 CFR 303.11 (b)(4).** [Cannot be transferred to Region 90.](#)  
Closure Code require notification of closure 60 days prior to case closure.
- The non-custodial parent or alleged father is deceased and no further action, including a levy against the estate can be taken.
- 
- 1400 45 CFR 303.11 (b)(6)(i).** [Cannot be transferred to Region 90.](#)  
Closure Code require notification of closure 60 days prior to case closure.
- Child 18, paternity establishment barred by statute of limitations.



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**1410 45 CFR 303.11 (b)(6)(ii).** [Cannot be transferred to Region 90.](#)

Closure Code require notification of closure 60 days prior to case closure.

- AP excluded by genetic testing, and no other putative father can be located.

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**1420 45 CFR 303.11 (b)(6)(iii).** [Cannot be transferred to Region 90.](#)

Closure Code require notification of closure 60 days prior to case closure.

- It would not be in the best interest of the child to establish paternity in a case involving incest, rape, or in any case where legal proceedings for adoption are pending.

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**1430 45 CFR 303.11 (b)(6)(iv).** [Cannot be transferred to Region 90.](#)

Closure Code require notification of closure 60 days prior to case closure.

- The identity (first and last name) of the biological father is unknown and cannot be identified.

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**1500 45 CFR 303.11 (b)(7).**

Closure Code require notification of closure 60 days prior to case closure.

- Under this criterion, the term non-custodial parent's location means their residential or employment address.
- The non-custodial parent's location is unknown.

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**1600 45 CFR 303.11 (b)(8).**

The recipient of services must be notified in writing of the CSSD's intent to close the case 60 days before closure. If paternity has yet to be resolved, every attempt should be taken to resolve paternity before case closure.

- The non-custodial parent cannot pay support, and shows no evidence of support potential because the parent has been institutionalized in a psychiatric facility, is incarcerated, has a medically verified total and permanent disability.

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**1610 45 CFR 303.11 (b)(3).**

Closure Code require notification of closure 60 days prior to case closure.

- There is no longer a current support order, the children have reached the age of majority, the non-custodial parent is entering or has entered a long-term care arrangement.



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- 1620 45 CFR 303.11 (b)(9).** [Cannot be transferred to Region 90.](#)  
Closure Code require notification of closure 60 days prior to case closure.
- The non-custodial parent's sole income is from Supplemental Security Income (SSI), or the income is a combination of SSI and Social Security Disability Insurance (SSDI) in an establishment case.
- 
- 1700 45 CFR 303.11 (b)(10).** Closure Code require notification of closure 60 days prior to case closure.
- The non-custodial parent is a citizen of and lives in a foreign country.
- 
- 1800 45 CFR 303.11 (b)(11).** [Cannot be transferred to Region 90.](#)  
Cases meeting this criterion may be closed immediately.
- Location-only or intercept services are provided solely by the CSSD Locate Unit.
  - Interstate locate only cases, non-custodial parent, or alleged father located.
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- 1900 45 CFR 303.11 (b)(12).** Cases meeting this criterion may be closed immediately.
- The Non-IV-A recipient of services requests closure of a case.
- 
- 2000 45 CFR 303.11 (b)(14).** Cases meeting this criterion may be closed immediately.
- There has been a finding of good cause by the OPA or other exceptions to cooperation.
- 
- 2100 45 CFR 303.11 (b)(15).** Closure Code require notification of closure 60 days prior to case closure.
- In a Non-IV-A case, the CSSD is unable to contact the recipient of services.
- 
- 2200 45 CFR 303.11 (b)(16).** For Cases meeting this criterion, the recipient of services must be notified in writing of the CSSD's intent to close the case 60 days before closure.
- In a Non-IV-A case, the recipient of services is uncooperative, and their cooperation is necessary to continue working the case.
- 
- 2210 45 CFR 303.11 (b)(17).** For Cases meeting this criterion, the initiating agency must be notified in writing of the CSSD's intent to close the intergovernmental case 60 calendar days before closure.
- The CSSD documents the circumstances of the initiating agency's noncooperation.





## CHILD SUPPORT SERVICES DIVISION CASE MANAGEMENT

### Identifying Closed Case Status

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CS 201.5

- 3000 45 CFR 303.11 (b)(20).** [Cannot be transferred to Region 90, unless previously in Region 90.](#)  
Cases bellow are considered opened in error and may be closed immediately.
- Case opened in error, includes inappropriate referral from the OPA or CFS.
- 
- 3110 45 CFR 303.11 (b)(18).** Cases meeting this criterion may be closed immediately.
- The initiating agency has notified the responding agency that the initiating agency has closed its case.
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- 3120 45 CFR 303.11 (b)(19).** Cases meeting this criterion may be closed immediately.
- The initiating agency has notified the responding agency that its intergovernmental services are no longer needed.
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- 3105 45 CFR 303.11(c)(3).** Cases meeting this criterion may be closed immediately.
- A Medicaid only referral, requesting medical support services only with an IHS eligible child has closed.
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- 3115 45 CFR 303.11 (b)(21).** Cases considered opened in error, may be closed immediately.
- The case was transferred to a Tribal IV-D Agency then closed by the CSSD.
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- 3200 45 CFR 303.11 (b)(14).** Cases meeting this criterion may be closed immediately.
- There has been a finding of good cause by the CSSD or other exceptions to cooperation.